

# Clearspan<sup>®</sup> OpEasy<sup>®</sup> Management Suite Release 22.3

**DECEMBER 2022**

**RELEASE NOTES**

**VERSION 3**



## NOTICE

The information contained in this document is believed to be accurate in all respects but is not warranted by Clearspan LLC. The information is subject to change without notice and should not be construed in any way as a commitment by Clearspan LLC or any of its affiliates or subsidiaries. Clearspan LLC and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes.

No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Clearspan LLC.

## TRADEMARKS

The trademarks, service marks, logos and graphics (collectively "Trademarks") appearing on Clearspan's Internet sites or in its publications are registered and unregistered trademarks of Clearspan LLC or its subsidiaries (collectively "Clearspan") or others. Use of the Trademarks is prohibited without the express consent from Clearspan LLC.

## Table of Contents

<b>Overview .....</b>	<b>1</b>
Description.....	1
Compatibility .....	1
Supported Spreadsheet Versions For This Release .....	1
<b>New Features In OpEasy 22.3.....</b>	<b>2</b>
<b>Phones.....</b>	<b>2</b>
Poly Edge B Series (B10/20/30) - Provisioning (CC-1759).....	2
<b>Provisioning.....</b>	<b>2</b>
Add Billing TYpe to Devices (CC-2213).....	2
<b>System.....</b>	<b>2</b>
OpEasy UI Experience Improvements, Part 2 (CC-1858) .....	2
OpEasy Provisioning API .....	2
<b>Issues Addressed In OpEasy Release 22.3 .....</b>	<b>3</b>
<b>Known Limitations And Issues .....</b>	<b>4</b>
<b>OpEasy Installation .....</b>	<b>4</b>



# OVERVIEW

---

This document describes enhancements and corrections in the Clearspan® OpEasy® 22.3 release

## DESCRIPTION

OpEasy® is a suite of applications that simplifies the process of adding and managing users on the Clearspan system. Using OpEasy, an administrator with little or no Clearspan expertise can perform many of the typical user-related administrative tasks, without being exposed to the complexities of the underlying system. OpEasy includes auto install and XML features for Mitel, Cisco, Panasonic and Polycom phones along with provisioning, reporting, and system management capabilities.

## PROVISIONING

OpEasy allows administrators to define 'user profiles' establishing a common feature set and a phone template for each profile. Once profiles are defined, administrators can enter non-technical data such as a user's name, phone number, and location with a specified user profile, and OpEasy does the rest. OpEasy also supports customizations and mass provisioning.

## REPORTING

OpEasy contains several options for generating various reports related to users, devices, and licenses. Reports are generated as Microsoft® Excel® spreadsheets, which allow easy export and manipulation of the data if desired.

## SYSTEM MANAGEMENT

OpEasy provides additional management features for System Administrators such as the SNMP Trap Manager, status information on system components, Emergency Gateway Manager, and login management.

## COMPATIBILITY

This release of OpEasy supports:

- Microsoft Edge 103 or later
- Google Chrome 64 or later
- Firefox Quantum 58 or later
- License Manager version 22.3



## SUPPORTED SPREADSHEET VERSIONS FOR THIS RELEASE

With each OpEasy release, some or all the Import Spreadsheets may change. Any existing spreadsheets that are affected and that have yet to be imported cannot be imported once OpEasy is upgraded. Therefore, it is best to use (import) any affected spreadsheets that exist, prior to the upgrade. For future imports after upgrading OpEasy, obtain a new spreadsheet via the **Provisioning | Import | Get Worksheet** button for each of the changed spreadsheets. Use the following table to determine which spreadsheets have changed since your last installation of OpEasy.

	OPEASY 20.2	OPEASY 20.2 SP1, 20.2 SP2, 20.2 SP3, 20.2 SP4 20.2 SP5	OPEASY 21.1	OPEASY 21.2	OPEASY 22.1	OPEASY 22.1 SP1, 22.1 SP2 22.1 SP3	OpEasy 22.2	OpEasy 22.3
Advanced Spreadsheet	A282	A282	A283	<b>A285</b>	<b>A286</b>	<b>A287</b>	<b>A288</b>	<b>A289</b>
Basic Import Spreadsheet	B226	B226	B226	<b>B226</b>	<b>B226</b>	<b>B226</b>	<b>B226</b>	<b>B226</b>
Enterprise Spreadsheet	E225	E225	E226	<b>E226</b>	<b>E227</b>	<b>E227</b>	<b>E227</b>	<b>E227</b>
Group Spreadsheet	G288	G288	G290	<b>G293</b>	<b>G294</b>	<b>G295</b>	<b>G296</b>	<b>G297</b>
System Spreadsheet	S206	S206	S206	<b>S206</b>	<b>S206</b>	<b>S206</b>	<b>S206</b>	<b>S206</b>

# NEW FEATURES IN OPEASY 22.3

## PHONES

---

### POLY EDGE B SERIES (B10/20/30) - PROVISIONING (CC-1759)

Provisioning and reporting for three Poly Edge B series phone models (B10, B20 and B30) has been added to OpEasy with the same familiar functions such as 'User Profiles,' 'Global Settings,' and Templates.

## PROVISIONING

---

### ADD BILLING TYPE TO DEVICES (CC-2213)

A 'billing-type' field has been added for all non-trunk devices. This optional field will be used by Clearspan and Clearspan Solution resellers for the purpose of monthly recurring billing by device. All new devices created will automatically inherit the Group or Enterprise default value. The System XML report includes the billing-type value for each provisioned device

## SYSTEM

---

### OPEASY UI EXPERIENCE IMPROVEMENTS, PART 2 (CC-1858)

The web pages for '911 Services,' 'Administrative Tools' and 'My Account' (password reset page) applications are updated in this release with a new look and feel.

### OPEASY PROVISIONING API (CC-465)

A limited Application Programming Interface (API) is now available for customer client provisioning applications. The following provisioning functions are supported via API in OpEasy 22.3:

- AddUser
- AddUserAndDevice
- ModifyUser
- ModifyDevice
- DeleteUser
- DeleteDevice
- DeleteUserAndDevices
- Call Center Agent
  - Assign
  - Modify
  - Remove
- Call Recording Service
  - Modify



## ISSUES ADDRESSED IN OPEASY RELEASE 22.3

---

Version 22.3 includes the following corrections:

- **CC-2079:** The Push Registration information for mobile devices is duplicated in the Registration Report.  
The list of mobile device push registrations should only be displayed together at the end of the spreadsheet. The current Registration Report lists the mobile devices in with the list of regular SIP devices and in a separate list at the end of the spreadsheet. The mobile devices need to be removed from the list of regular SIP devices.  
Also, the Reporting Guide needs to be updated to explain how mobile device push registration information is displayed in the report. All push registrations are reported with a device name and device type of "Mobile Device".  
  
Resolution: The Push Registration information for Mobile Devices is only displayed once at the end of the in the Registration Report. The Reporting Guide has been updated.
- **CC-2422:** No ERL data is returned when an admin attempts to get a list of all ERL records for the California State Library ERS account.  
There was a bad ERL in the customer's ERS account. The bad ERL was being returned in get ERL lists response and OpEasy threw an exception when processing the ERL. The bad ERL has been deleted and the customer is now able to get the complete list of ERLs from the account.  
  
Resolution: OpEasy has been hardened with additional checks to prevent the creation of invalid entries.
- **CC-2547:** When the Round Robin Load Balancer Mode is disabled (set to 'no') during OpEasy install the haproxy configuration on EMS-2 does not get built correctly. During OpEasy Install the "Use Round Robin Load Balancer Mode" setting is set to 'no'. After install is completed on EMS-2 it was discovered that Round Robin mode was still being used on EMS-2.  
  
**Resolution:** Fixed. 2FA enablement for Administrator accounts will be accurately displayed.
- **CC-2551:** Login an Admin that is not a Super user. Open Report Scheduling. Select All Administrators from the Administrator drop-down list. Edit any report that was scheduled by an Administrator that is not currently logged in. An Exception is thrown.  
  
**Resolution:** An Exception is no longer thrown when any Report is edited.

## KNOWN LIMITATIONS AND ISSUES

---

When using Basic Import, the administrator may encounter an issue where the Validate button is ignored. If the Validate button of the Basic worksheet does nothing when pressed (is being ignored), a Microsoft Excel ActiveX Controls issue introduced during a recent Microsoft update is likely causing the problem. This issue is explained at <http://stackoverflow.com/questions/27411399/microsoft-excel-activex-controls-disabled>. Follow the instructions by going to C:\Users\{yourNameHere}\AppData\Local\Temp\Excel8.0 and removing the MSForms.exd file (or renaming it to something like MSForms.exd.delete.this.file). The system will recreate the file, but in a way that does not prevent the ActiveX controls from working. This should resolve the issue.

Basic Import spreadsheets cannot be used with Office 365 because Office 365 does not support the macro functionality used.

## OPEASY INSTALLATION

---

For specific instructions on upgrading to this release, refer to the OpEasy Upgrade Procedure document.